

# Supplemental Instructions for the Immediate Services Program Standard Application Format

## Crisis Counseling Assistance and Training Program Immediate Services Program

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These supplemental instructions describe the purpose of each section of the *Immediate Services Program (ISP) Standard Application Format* and provides instruction on completing the application and required forms and worksheets. The instructions are most useful when reviewed simultaneously with the *ISP Standard Application Format*. The application format and supplemental instructions are cross-referenced with corresponding page numbers.

The *ISP Standard Application Format* consists of a signature sheet, the Standard Form 424 Request for Federal Assistance, and the following five parts:

- **Part I: Geographic Areas and Initial Needs Assessment** includes the areas within the designated disaster area for which services will be provided, an estimate of the number of disaster victims requiring assistance, and an explanation of special circumstances related to the disaster that may increase the need for crisis counseling services;
- **Part II: State and Local Resources and Capabilities** describes the State and local resources and capabilities, and an explanation of why these resources cannot meet the estimated disaster crisis counseling needs;
- **Part III: Response Activities from Date of Incident** describes response activities from the date of the disaster incident to the date of the application submission;
- **Part IV: Plan of Services** includes a list of service providers and a plan of services to meet the identified needs, including plans for staffing, training, and staff support; and
- **Part V: Budget** includes a format for a budget that is integrated with the needs assessment and program plan.

Part II and specific sections of Part IV may be drafted prior to a disaster and submitted to FEMA and CMHS for review. These materials should be submitted to the FEMA regional office, which will forward to CMHS for recommendations. CMHS will review and submit to the FEMA Regional Director. The FEMA Regional Director may pre-approve the submission to expedite processing of future Immediate Services applications.

## Signature Sheet

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**Purpose:** The Governor's Authorized Representative (GAR) is required to sign the Immediate Services Program application. The GAR must also certify that crisis counseling needs exceed the capacity of available State and local resources to respond. The signature sheet is used as a transmittal letter and fulfills the requirement to have the GAR's signature and certification on the application. Most States find it easier to use this form than to draft a separate transmittal letter.

**Where to Find the Coversheet in the Immediate Services Application:** The signature sheet is page one of the application.

**Instruction:** The GAR is the only State official authorized to represent the Governor and apply for Immediate Services funding. An Immediate Services application will not be accepted by the Federal Emergency Management Agency (FEMA) without the GAR's signature. The Director of the State Mental Health Authority (SMHA) does not have authority to apply for Immediate Services Program funds without the GAR's signature. Page three of this document provides a signature sheet that may be used to obtain the GAR's signature.

Note: While the GAR's signature and certification are required for submission of an Immediate Services Program application, the signature sheet provided in this package is an optional form. If the State prefers, a transmittal letter to the FEMA Disaster Recovery Manager (DRM) from the GAR may be used. Be sure that the transmittal letter states the amount of funding requested and the Governor agrees to and certifies the four points listed on the signature sheet.

## **Standard Form 424 (SF-424) Request for Federal Assistance**

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**Purpose:** The SF 424 is the Federal form required by the Office of Management and Budget (OMB) on grant applications. All States applying for Immediate Services funds must submit a completed SF 424 signed by the Governor's Authorized Representative (GAR).

**Where to Find the SF-424:** A copy of the SF 424 form is included with this application package. Additional copies of the SF 424 may be obtained from FEMA or CMHS. Electronic versions of the SF-424 may be obtained through the CMHS website at [www.mentalhealth.org/cmhs/EmergencyServices](http://www.mentalhealth.org/cmhs/EmergencyServices).

**Instruction:** The SF 424 is an attachment to the application. The SF-424 is separated into numbered blocks requesting information that is critical in assuring an accurate funding award. Instructions are provided with the SF 424. The following information may be helpful in completing the information blocks of the SF 424 for an Immediate Services Program.

- **Block 1 (Type of Submission):** ISP applicants should check the box labeled “non-construction.”
- **Block 2 (Date Submitted):** Enter actual date of submission. This must be no later than 14 days following the Presidential disaster declaration. The date of the declaration is day zero (0). The day after the declaration date is day one (1) for determining the application due date.
- **Block 3 (Date Received by State):** Leave blank or enter date application submitted to the GAR. This block is not used by the Federal government in the ISP application process.
- **Block 4 (Date Received by Federal Agency):** Leave blank.
- **Block 5 (Applicant's Information):** This section should be completed with information for the Governor's Authorized Representative, who is the legal applicant. Additional contact information should be provided in the application for the project director at the State Mental Health Authority.
- **Block 6 (Employer Identification Number):** The Employer Identification Number is an IRS number and should be obtained from the State's fiscal management office.
- **Block 7 (Type of Applicant):** The type of applicant is “State.” Therefore, applicants should enter the letter “A” in the box provided.
- **Block 8 (Type of Application):** Applicants should check the box labeled “new.”

- **Block 9 (Name of Federal Agency):** The Federal agency is the “Federal Emergency Management Agency.”
- **Block 10 (The Code of Federal Domestic Assistance Number):** The Code of Federal Domestic Assistance (CFDA) number for the Immediate Services Application is the following: 83.539.
- **Block 11 (Descriptive Title of Applicant’s Project)** This may be listed as “Immediate Services Program - Crisis Counseling Project” or if the State has already titled the project (e.g. “Project Recovery”), the title may be used.
- **Block 12 (Areas Affected by the Project)** Applicants should list declared areas to be served, based on the President’s disaster declaration. Even if the Immediate Services application is based on a different breakdown for areas, the SF 424 submitted to FEMA must correspond with areas listed in the Presidential declaration (generally declarations specify counties as geographic units included in the declaration, but may specify parishes, municipalities or other large geographic area designations). Even if only part of an geographic unit (such as a county) listed in the Presidential declaration will be served, list the entire geographic unit.
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- **Block 13 (Proposed Project Start and End Dates):** technically, this box is asking for the “proposed project” start and end dates. Since the application is due on the fourteenth day following the declaration, the date of the “proposed project” must be that day following the date of the ISP submission. You may not post date the SF-424. The end date of the “proposed project” which should be indicated on the SF-424 is the sixtieth (60<sup>th</sup>) day after the date of declaration.
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- The CCP is a sixty-day program which begins on the date of the disaster declaration. Day one is the day after the date of declaration. Costs incurred to carry out services funded by the CCP may be reimbursed from the Date of Incident (DOI) through the date the ISP is applied for (typically day fourteen). Please note in the budget section that separate budgets are required for the projected program period and the reimbursable period leading up to the submission of the ISP grant application. As an example, if the President declares a disaster on March 1, the 60 day ISP program period will begin that day which is day zero. The sixty day period will end April 30. The “proposed project” dates on the SF-424 would be March 15 as a start date, and April 30 as an end date. The reimbursable budget would represent those costs incurred from the date of declaration or the DOI if prior to the declaration, through March 15.
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- **Block 14 (Congressional Districts):** List all Congressional Districts served by the project.
- **Block 15 (Estimated Funding):** The amount of Federal assistance requested should be provided in block a. In-kind contributions should be listed in c or d. There should be no program income. Estimates may be rounded to the nearest dollar only.

- **Block 16 (Is the application subject to review by State Executive Order 12372 Process?):** Before completing this block, applicants should check with the State's Single Point of Contact for Executive Order 12372.
- **Block 17 (Is the applicant delinquent on any Federal debt?):** The State must answer this question in consultation with its fiscal management offices.
- **Block 18, (Signature Block).** The signature block must be completed by the Governor's Authorized Representative (GAR) No one else may sign for the Governor. A SF 424 signed by the State Mental Health Agency Director or another employee of the State Mental Health Authority will be returned by FEMA and may delay processing of the application.

## Part I: Geographic Areas and Initial Needs Assessment

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**Purpose:** The CCP regulations lists six required elements of the Immediate Services application. The first two elements are:

1. The geographical areas within the designated disaster area for which services will be provided; and
2. An estimate of the number of disaster victims requiring assistance.

To simplify the application process, these elements have been combined into Part One of the application. Consequently, the application includes a total of five parts in contrast to the six required elements of the regulations.

The first element of the regulations requires the State to disclose which areas will be served by the Immediate Services project. The second element requires that the State assess the needs and determine how many disaster victims will be assisted. This information has been streamlined for the revised pilot application and can be provided primarily in a summary table developed using a Needs Assessment Formula developed by CMHS in consultation with experienced State Disaster Mental Health Coordinators. In addition, because special circumstances and crisis counseling needs may not be captured through the needs assessment formula, the application format provides space for an anecdotal description of crisis counseling needs and special circumstances surrounding the disaster. Applicants are strongly encouraged to provide some narrative description of needs.

The needs assessment provides the foundation for all grant program activities under the Crisis Counseling Assistance and Training Program. Because the timeframe for developing an Immediate Services Program application is very limited, applicants must rely on the best available information available during the initial aftermath of the disaster.<sup>1</sup> The most reliable data on disaster damage generally will come from the FEMA Preliminary Damage Assessment, which can be provided by the FEMA Human Services Officer responsible for the disaster response. Other important sources of information on crisis counseling needs may include the State Emergency Management Agency, voluntary agencies such as the American Red Cross, and media sources. In addition, any crisis counselors and other human service workers deployed by the State Mental Health Authority or other public agencies in the immediate aftermath of a disaster may provide information on crisis counseling needs not revealed through the damage assessment formula.

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<sup>1</sup> If the State intends to apply for a Regular Services Grant application, it is important to note the Regular Services Grant application will require a much more detailed needs assessment. It is recommended the State Disaster Mental Health Coordinator review the needs assessment information in the Regular Services Grant application as soon as possible.

**Where to find Part I in the Immediate Services application:** Part I begins on page 2 of the application

**Instruction:** Part I of the application format is divided into three sections: A) Geographic Areas to be Served and Estimated Need, B) Needs Assessment Formula, and C) Description of Crisis Counseling Needs and Special Circumstances. Instructions for completing each section are provided separately below.

### **A. Geographic Areas to be Served and Estimated Need**

All applicants are required under Federal regulation to identify the areas within the Presidentially declared disaster areas for which services will be provided. State Disaster Mental Health Coordinators should use data from all available sources to identify areas most in need of crisis counseling services. They must also ensure that available services within the existing mental health system are not sufficient to meet those needs.

The Presidential declaration is generally for counties, parishes, municipalities, tribal lands or other large geographic area designations. Counties are the most commonly designated geographic areas in Presidential disaster declarations. In the past, States were required to submit applications based on the geographic designation used in the Presidential declaration of the disaster. In the current application format, the State may use any geographic or organizational identifier to designate the areas to be served, as long as all areas to be served fall within the area declared by the President to be eligible for individual assistance.

How the State elects to designate disaster areas to be served by the Immediate Services project is generally dependent on how mental health services are organized in the State and the location of local providers. The mental health service areas in the State may not be organized by county, parish, municipality, or tribal lands. In developing an Immediate Services project, the State does not have to define the areas in the same manner as the Presidential declaration (i.e., by county). However, the service areas defined by the State must stay within the boundaries established by the Presidential declaration and the areas must be clearly defined in the application. It is recommended a map of the service areas be attached to the application, particularly if the State is designating the disaster area differently than the Presidential declaration. The FEMA reviewers are required to verify that the Immediate Services project is only providing services in areas declared by the President. If a map is provided, they will be able to compare it to their map of Presidentially declared areas.

Once the State has determined how best to designate the disaster areas, the areas need to be listed on the left hand column of the table provided under the text box entitled "A. Geographic Areas and Estimated Need." This table is provided on page 2 of the Standard Application Format. The right hand column of the table requires that the applicant enter an estimate of the number of disaster victims requiring assistance.



These estimates are developed using the CMHS Needs Assessment formula, which is described on the following page.

## **B. Needs Assessment Formula**

The CMHS Needs Assessment Formula Sheet was developed through extensive consultation with State Mental Health Authorities experienced with the Crisis Counseling Program. It provides a simple methodology for estimating potential crisis counseling needs based on the number of deaths, injuries, damaged or destroyed homes, and other disaster losses documented in the community. This formula serves as the foundation of the Immediate Services Application and can help in identifying geographic service areas for the program and staffing needs.

### How to complete the CMHS Damage Assessment Formula:

FEMA and the State Emergency Management Agency (SEMA) conduct a Preliminary Damage Assessment (PDA) following the disaster. The information is updated as new information is collected. The State Disaster Mental Health Coordinator should contact FEMA and/or SEMA and ask for copies of damage assessment information. Make sure to use the most current data available the day the formula is completed. Damage assessment can change rapidly. If possible, the State should obtain PDA data that correspond to the service areas. In some cases, it may be necessary to combine PDA data from one or more counties to obtain complete PDA data for the service region identified by the State for the Immediate Services Program.

The CMHS Needs Assessment Formula is provided in a chart format on page 3 of the Standard Application format and can be modified electronically. The left hand column of the chart entitled “Loss Categories” identifies major types of loss that may result in crisis counseling needs. These needs are listed in the chart as follows:

<b>Loss Categories</b>
Type of Loss
Dead
Hospitalized
Non-Hospitalized injured
Homes destroyed
Homes “major damage”
Homes “minor damage”
Disaster unemployed (Others—Specify)



These loss categories generally correspond to categories of data collected by FEMA and the State Emergency Management Agency (SEMA) during the Preliminary Damage Assessment. Data on the last category (Disaster Unemployed) may be available from FEMA and may change significantly during the ISP period.

The second column of the chart, entitled “Number of Persons” should be completed using data from the Preliminary Damage Assessment. If FEMA Preliminary Damage Assessment data have not been collected in this disaster, the State should identify alternate sources of data that may be used. These may include data from the American Red Cross or data from the State Emergency Management Agency. If the State is using data that is not provided by FEMA, this should be identified clearly in the application.

The second column of the chart below has been completed with sample data:

<b>Loss Categories</b>	<b>Number of Persons</b>
Type of Loss	Number
Dead	25
Hospitalized	250
Non-Hospitalized injured	15
Homes destroyed	1000
Homes “major damage”	3000
Homes “minor damage”	5000
Disaster unemployed (Others—Specify)	200

Once Preliminary Damage Assessment Data have been entered into the chart, final numbers are determined by a formula, multiplying the numbers from the preliminary damage assessment by the average number of persons per household in the impacted area and then multiplying this number by the percentage estimated to need and access crisis counseling services. The Average Number of persons per household (ANH) is a number available from the Census Bureau. If the State is unable to determine the ANH for the identified service area, then use the national average figure of 2.5. Using this average figure, the sample data in the example have been multiplied in the following chart. This number has been multiplied by the “At-Risk Multiplier” which is provided in the chart.

**Example:**

Loss Categories	Number of Persons	ANH	Range Estimated	Total
Type of Loss	Number	Multiply by ANH [2.5]	At-Risk Multiplier	Number of persons targeted per loss category
Dead	25	62	100%	62
Hospitalized	250	625	35%	219
Non-hospitalized Injured	10	25	15%	4
Homes destroyed	1000	2500	100%	2500
Homes "Major Damage"	3000	7500	35%	2625
Homes "Minor Damage"	5000	12500	15%	1875
Disaster Unemployed (Others--Specify)	200	500	15%	75
<b>Total estimated persons in need of crisis Counseling services (add total column)</b>				<b>7360</b>

In this example, according to the damage assessment formula, the total number of people estimated to need crisis counseling services within the identified service area would be 7360. This number in the far right hand column is a simple estimate that can be used in developing an initial program plan. If you have questions about completing this formula, contact your CMHS project officer.

### C. Description of Crisis Counseling Needs and Special Circumstances

Section C of Part I provides an opportunity for the State to document any crisis counseling needs or special circumstances not identified through the Damage Assessment Formula. For many disasters the CMHS formula provides a reasonably accurate estimate of the need and sufficient information for planning an Immediate Services project. However, if the State determines that the worksheets underestimate the need, additional methods of needs assessment may be applied to document a more accurate needs assessment.

In addition, disaster damage information is not always available within 14 days following a declaration. If an area has been evacuated and is inaccessible, the Federal, State, and local emergency managers may not be able to do a damage assessment until after the application due date. If no disaster damage data is available, the State will have to provide a narrative description of the disaster crisis counseling needs. In such cases, it is recommended that the State Disaster Mental Health Coordinator contact the FEMA

Individual Assistance Officer and the CMHS Project Officer before the application deadline to discuss alternate methods of documenting needs. The crisis counseling needs of people evacuated and sheltered, as well as all disaster other disaster victims, should be described in narrative form.

### Examples of Special Circumstances

Some examples of special circumstances that might be described in this section include the following:

- Large numbers of community residents undergoing a dangerous or traumatic evacuation (e.g. older adults evacuated from a senior nursing home); and
- Large numbers of residents directly exposed to a traumatic event (e.g. school children in a building directly impacted by a tornado).

### Special Population Needs

To complete a Regular Services Grant application, States are required to conduct a comprehensive assessment of need, including a detailed assessment of the needs of special populations groups that may be especially vulnerable to disaster effects, or who may have unique needs, such as children, older adults, ethnic and cultural groups, rural populations. During the initial needs assessment process conducted in the immediate aftermath of the disaster, it may not be possible to obtain detailed information on all populations impacted. Therefore, applicants for Immediate Services Program grants are not expected to submit detailed demographic information on the impacted population. However, applicants should provide any available information regarding special population needs that may impact the design and implementation of the immediate services program. Information on special population needs may be obtained from key informant interviews with community leaders, administrators, and service providers who have been active in the disaster response.

### Examples of Special Population Needs

Some examples of special population needs that should be described in Section C would include the following:

- A brief description of generally-available information about unique cultural issues in the impacted community that may present special needs (e.g. language issues that may present a need for bilingual outreach workers and bilingual educational materials); and
- A brief description of unique characteristics of the impacted area that may impact the delivery of services (e.g. largely rural and isolated populations impacted by the disaster requiring more difficult outreach).

## **Part II: State and Local Resources and Capabilities**

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**Purpose:** The CCP regulations require that the Immediate Services application provide “a description of the State and local resources and capabilities, and an explanation of why these resources cannot meet the need.” The Federal government is required to verify that the needs are beyond State and local resources and capabilities, before Federal funds may be awarded.

**Where to find Part II in the application:** Part II is located on page 5 of the Standard Application provided in this package.

**Instruction:** State Disaster Mental Health Coordinators should very briefly describe the State and local mental health system. For example, applicants should describe whether the State Mental Health Authority operates based on a county or regional system, or whether services are directly delivered by the State Mental Health Authority. Other issues that may be addressed include the following:

- What role does managed care play?
- Who are the clients served by the SMHA and local providers?

Keep your description brief. Explain why these resources cannot meet the needs of disaster victims. Does the SMHA set aside funds for disaster programs? Are crisis counseling services beyond the SMHA’s and local providers normal scope of services?

Part II is one of the sections of the application that may be completed prior to a disaster occurrence. If a Regional Director elects to pre-approve this portion of the application, he or she may request annual or more frequent updates on the State and local resources and capabilities and why they are insufficient to respond to meet disaster crisis counseling needs.

## **Part III: Response Activities from Date of Disaster Incident**

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**Purpose:** The fourth required element of the Immediate Services application in the regulations is “description of response activities from the date of the disaster incident to the date of the application.” The response information reported in Part III of the application is used by FEMA and CMHS to verify that the reimbursement costs from the date of incident to the date of the application are reasonable and appropriate.

**Where to find Part III in the Immediate Services Application:** Part III is on page 6 of the application and is color coded yellow.

**Instruction:** In order to be reimbursed for costs from the date of incident to the date of the application, the State must document what crisis counseling services have been provided and justify the costs. In this section of the application, the State must describe the services that have been provided. Expenses incurred in providing these services must be documented at the end of the application in the budget section. CMHS recommends that the local service providers play an active role in completing Part III. This is an opportunity to demonstrate to FEMA and CMHS that the local service providers are offering crisis counseling services that are in compliance with the scope and limits of the immediate services grant.

In the best case scenario, the crisis counseling staff have been documenting services offered from the date of incident. If this is the case, Part III will be easy to complete. Describe the types of services provided and the number of recipients. Displaying numbers in a table is helpful. If there were delays in providing services following the disaster incident and few or no crisis counseling services can be reported, explain what caused the delay and measures taken to assure immediate services will be implemented.

Unless there are unusual situations related to crisis counseling services the State wants to convey to FEMA and CMHS in detail, this section should be no more than one page. The description in the section should be limited to crisis counseling services provided to date by service providers in the application.

## Part IV: Plan of Services to Meet the Identified Needs

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**Purpose:** The fifth required element of the Immediate Services application in the CCP regulations is “a plan of services be provided to meet the identified needs.” The pilot application divides the plan of services into service providers, staffing plan, organizational structures, job descriptions and types of services.

**Where to find Part IV in the Immediate Services Application:** Part IV is on pages 7 - 11 of the Immediate Services Standard Application format. Part IV is the longest section and is broken down as follows:

- A. Service Providers (page 7)
- B. Staffing Plan (page 8)
- C. Organizational Structure (page 9)
- D. Job Descriptions (page 10)
- E. Brief Plan of Services (page 10)
- F. Training (page 11)

### **Instruction for Service Plan:**

#### **A. Service Providers**

This section describes service providers and is located on page 7 of the application. The State must provide the Federal government with information on the agencies or organizations that will be providing crisis counseling services. The State will also identify which designated area(s) each service provider has been assigned. The designated areas should be based on the information on service areas provided in Part I of the Immediate Services application.

Most commonly, service providers in the Crisis Counseling Assistance and Training Program are community mental health agencies with which the State Mental Health Authority has a pre-existing organizational relationship. However, because the fiscal, administrative, and program procedures of the Crisis Counseling Program are substantially different from other State mental health programs, specialized training and planning is crucial to ensure an effective immediate services response, it is strongly recommended that potential service providers in each community should be identified prior to a disaster and provided with training in the requirements and procedures of the Immediate Services Program. If qualified potential service providers have not been selected and trained prior to a disaster, the State Disaster Mental Health Coordinator will have to work closely with each service provider to familiarize them with the procedures and requirements of the program. The FEMA Individual Assistance Officer and a CMHS Project Officer are available to provide on-site technical assistance to the State Disaster Mental Health Coordinator.

In the ISP Standard Application Format, service provider information should be entered in the chart provided. Applicants may add or delete rows from the table, depending on

the number of service providers included in the project. The names, addresses, and contact information for each service provider should be provided in the left hand column. The service area for each service provider should be provided in the center column. These service areas should correspond with the service areas identified in Part I of the application. In some instances, more than one service provider may be identified for a service area. For example, one service provider may have credibility with a particular cultural group or community and may provide targeted outreach. In instances where more than one service provider is identified for a service area, the roles, target populations, and coordination mechanisms for each service provider should be clearly identified and described in "Section E. Brief Plan of Services," which is provided later in the application.

For each service provider, if a project manager has been identified, his or her name should be provided in the right hand along with contact information. If the project manager has not been identified, applicants should provide the name of the agency director and indicate that the project manager has not yet been identified.

## **B. Staffing Plan**

The number of staff required for the Immediate Services project is reported as follows for each service provider:

1. the number of supervisors/team leaders;
2. the number of outreach workers/crisis counselors; and
3. the number of fiscal and administrative staff.

This number is further broken down to show the number of in-kind positions that will be supported by the State or local agencies. A table has been provided on page 7 of the ISP Standard Application format to list this information. The State may elect to use this format or may modify based on personnel titles or categories used in the State. The staffing plan must correspond with personnel expenses identified later in the application in the program budget.

In this section of the Immediate Services Program application, applicants may report numbers in terms of full-time staff equivalents (F.T.E). For example, if one full-time and one half-time staff will be hired, report 1.5 will be hired.

## **C. Organizational Structure**

As noted on page 9 of the ISP Standard Application Format, a simple organizational chart for the project is required for the Immediate Services application. If an organizational chart can not be developed on computer software in time for the Immediate Services Application, applicants should provide a simple hand-drawn chart and attach to the end of the application document. In addition, applicants with complex organizational structures should provide a very brief description of organizational and supervisory structure for the project.



## D. Job Descriptions

Job titles and descriptions are provided here as guidance for the State and may be revised or replaced. The State may elect any of three following options:

1. Accept the descriptions provided in this section and “cut and paste” this information into the application and customize to meet State needs;
2. Submit different job descriptions for approval by FEMA as part of the application; or
3. If the State is not currently responding to a Presidentially declared disaster, revisions may be submitted through the State Emergency Management Director for the Regional Director’s pre-approval.

If a State elects to “cut, paste, and modify” job descriptions from this format, a statement must be included in the application indicating that these descriptions are applicable within the State system and appropriate personnel categories have been identified for each service provider. Because job descriptions are important for effective program management, FEMA and CMHS strongly recommend that these job descriptions should be customized to address the service system within the State. More detailed descriptions of roles and responsibilities in the Crisis Counseling Program are available in the CMHS Program Guidance entitled Staff Roles and Services within Crisis Counseling Programs, available online at [www.mentalhealth.org/cmhs/EmergencyServices](http://www.mentalhealth.org/cmhs/EmergencyServices). In addition, a CMHS Project Officer can consult with the State Disaster Mental Health Coordinator in reviewing job descriptions.

### Optional Job Descriptions

The following job descriptions are optional and may be inserted into page 9 of the application and modified to address specific State concerns. States may elect to add or delete responsibilities as appropriate or replace these job descriptions with their own.

## B “Cut, Paste, and Modify”

### **Crisis Counseling Project (CCP) Manager**

*Duties:* Lead coordinator for the crisis counseling response at the State/local level. Ensures adequate and appropriate staffing & training, complies with Federal/State/local reporting requirements, responsible for fiscal tracking/monitoring, liaison to other disaster services agencies to ensure non-duplication of services. Regularly conducts site visits to providers, accompanies crisis counselors as an observer to ensure that appropriate services are delivered.

### **CCP Assistant Manager**

*Duties:* Depending on the size and scope of the disaster and subsequent staffing requirements, an assistant may be needed to complete the duties as outlined above.

**CCP Fiscal/Contracts Coordinator**

*Duties:* It is very important to ensure that funds are monitored and tracked so that funds are used efficiently and effectively. This person reviews program budget modifications.

**CCP Team Leader**

*Duties:* At the local level, this person leads the crisis counseling response in the field for whatever size team is assigned. Usually, this person is a mental health professional. Depending on the size and scope of the disaster, providers may have more than one team leader on staff.

**Crisis Counselors/Outreach Workers**

*Duties:* People who work as crisis counselors may have a bachelor's degree or less in a specialty that may or may not be related to counseling or they may be mental health professionals. Whatever their education background, good crisis counselors/outreach workers have strong intuitive skills about people and how to relate well to others. They possess good judgment, common sense, and are good listeners. Crisis counselors/outreach workers will conduct outreach, counseling, education, provide information and referral services, and work with individuals, families and groups.

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**E. Brief Plan of Services**

The basic services provided through the Crisis Counseling Assistance and Training Program include outreach, crisis counseling, assessment, and services to groups. During the first 14 days after a Presidential disaster declaration, the overall plan of services is likely to focus primarily on outreach basic counseling services. Therefore service plans may be relatively general during the Immediate Services Phase. However, the plan of services should address issues identified in the needs assessment, such as any special population needs in the impacted community. If the State has identified service needs that are likely to result in a Regular Services Program application, the plan of services here will form the foundation for a longer term response.

Examples of the types of services that may be provided in the Crisis Counseling Program are provided below. In developing an Immediate Services Program application, a State may "cut and paste" all or portions of these descriptions and modify to show how these types of services will be implemented within the disaster. It is strongly recommended that a State Disaster Mental Health Coordinator review all materials with local service providers and modify descriptions of services to specifically address the types of services that will be implemented in the disaster. If the State is not currently developing an Immediate Services application, additional services may be submitted to FEMA and CMHS for review. The FEMA Regional office will forward

submissions to CMHS for review and a recommendation. The FEMA Regional Director may pre-approve specific types of services for future disaster responses.

### Examples of Types of Services in a Crisis Counseling Program

The following descriptions characterize services most frequently funded by the CCP. Portions of these descriptions may be “cut, pasted, and modified” to address specific disaster plans in the State.

## **B “Cut, Paste, and Modify”**

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**Individual Crisis Counseling Services** assist disaster survivors in understanding their current situation and reactions, reviewing their options, addressing their emotional support and linking with other individuals and agencies who may assist them. During individual services, crisis counseling are active listeners who provide emotional support.

**Group Crisis Counseling Services** involve providing/facilitating support groups, meeting with citizens, working in classrooms with affected students, working with affected teachers and administrators after school, discussing disaster-related issues with families, assisting people in understanding their current situation and reactions, reviewing their options, addressing their emotional support and linking with other individuals and agencies who may provide assistance. Groups may be facilitated by a mental health professional, a paraprofessional or the group members themselves.

**Education Services** include the distribution or presentation of information on the project or crisis counseling-related topics. Educational information may be provided through brochures, flyers posted in public areas, mailings and training to human service personnel such as the clergy or teachers. The media is often a partner in providing information through Public Service Announcements, newspaper articles and advertisements. Educational information may also be provided to groups of people. The key difference between group education services and group crisis counseling services is that project staff present information to groups rather than facilitate the sharing of experiences between members of the group.

**Referrals** are a key component of the CCP. In most disasters, the majority of survivors have needs that can be met by short-term, relatively informal interventions. However, in some circumstances, some disaster survivors may need long-term, more formal mental health services that are beyond the scope of the Crisis Counseling Program. Survivors requiring longer-term, more formal mental health treatment should be referred to an appropriate agency or licensed mental health professional. Some disaster recovery needs may be more physical, structural or economical in nature and addressing these issues is outside the scope of the CCP (Refer to CCP-PG-04 for additional information). In these instances, CCP staff play a key role in referring survivors to specific disaster services available through FEMA Teleregistration, the State, and voluntary agencies such as the American Red Cross, the Salvation Army, Interfaith Disaster Recovery Services and Unmet Need Committees.

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As indicated above, the State may include modified descriptions of these types of services in the brief immediate services program plan. If the State will be offering services other than described above, it will be important to provide a description of the services with an explanation.

In addition, the Brief Plan of Services should briefly describe how staff will be deployed to provide the types of services described above. The plan should describe strategies for targeting those identified as in need of services, including special population groups identified in the needs assessment. The plan should also briefly outline any quality control methods in place to assure that appropriate services to disaster survivors and staff support mechanisms are available. While a plan of basic plan of immediate services can be created by the State prior to a disaster, it is important that it be adapted to ensure that services are organized and delivered appropriately for each disaster.

## **F. Training**

A description of training plans is requested on on page 11 of the application. It is divided into the following two sections: 1) Selection of Trainers; 2) Training Content; and 3) Dates of Training. Applicants may respond using “check boxes” indicating whether qualified trainers are available in the State. FEMA training policy places a priority on use of trainers from within the State who have experience with the Crisis Counseling Program. Training needs vary by disaster, therefore this section cannot be pre-approved by the FEMA Regional Director.

### Selection of Trainers

The first section on trainers asks the State to determine if there are professionals within the State who can provide the training free of cost or if a referral for a CCP trainer is needed. If the State has a trainer or trainers identified the names should be listed. It is also recommended that a resume be included as an attachment.

### Training Content

The second section on training content asks the State determine if the training outline provided in the CMHS guidance will be used or if the State will develop an outline for the training. If the State develops an outline, it should be attached. CMHS has developed a training manual and program guidances that can be used in with Immediate and Regular Service program staff. Program guidances and the training manual, entitled Training Manual for Mental Health and Human Services Workers in Major Disasters, 2<sup>nd</sup> Edition, can be obtained from the CMHS clearinghouse and is available online at the following website:

[www.mentalhealth.org/cmhs/EmergencyServices](http://www.mentalhealth.org/cmhs/EmergencyServices).

### Dates of Training

The third section requests dates of training. If possible, applicants should identify the specific dates during which Immediate Services Program training will take place. If training dates have not been finalized, projected dates of training should be identified.

## Part V: Budget

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**Purpose:** The sixth and final element of the Immediate Services application required by the CCP regulation is the budget. CCP regulations require “a detailed budget, showing the cost of proposed services separately from the cost of reimbursement for any eligible services provided prior to application.” It is important to note the regulation states that the budget for proposed services must be separated from reimbursement costs and that the budget must be detailed.

**Where to find Part V in the Immediate Services Application:** Part V is on page 12 of the ISP Standard Application Format.

**Instruction:** The regulatory requirement for the budget is met by completing three types of budget worksheets:

1. Individual budgets for each service provider and the SMHA that separates reimbursement from projected costs;
2. An overall summary of costs; and
3. A justification of costs.

CMHS has developed a sample spreadsheet that is available for use in completing the budget. This pre-formatted spreadsheet, referred to as the Budget Estimating and Reporting Tool (BERT) includes tips on FEMA budget policies. It can be downloaded on-line from the CMHS website. For more information contact your CMHS project officer.

**Note:** Before completing any of the three budget forms, it is strongly recommended that applicants review the CMHS Program Guidance entitled Fiscal Guidelines for the Crisis Counseling Assistance and Training Program (CCP-PG-06). This guidance is included in the application package and is available on the CMHS website.

### Immediate Services Overall Summary of Costs

Worksheet 2 (page 13 of the application format) is a summary of all of the Worksheet's submitted by the SMHA and the local providers. The interim and project costs are combined in one document. In the actual application submission, it is recommended that this overall summary of costs be provided before the individual agency budgets.

### Instructions for Budget Narrative

The budget narrative (pages 16-17 of the application format) provides the required narrative that details and justifies the types of expenditures. The budget narrative is used by CMHS and FEMA to assure all costs are allowable and appropriate. In developing a budget narrative, States should provide basic information to convey the rationale for budget figures. As a supplemental program, FEMA does not fund a line

item category for indirect costs. All projected costs for the project must be carefully documented and explained. Indirect costs are commonly an in-kind contribution to the program.

**Question 1. How were salary levels and fringe benefits determined? Were they based on comparable positions in the local area? (If not, explain why.)**

The State is required to confirm that the salaries and fringes are based on comparable positions in the local area. If the costs are based on comparable positions, the State should answer yes and in one or two sentences describe the comparable positions. If the answer is no, the State needs to describe why salaries/fringe benefits differ from comparable positions. For example, some States do not provide fringe benefits to temporary hires. Thus, Immediate Services staff may be hired at a slightly higher rate to compensate for not receiving fringe benefits.

**Question 2: Complete the table on consultants.**

The compensation must be in compliance with FEMA policy as described in the *Immediate Services Allowable and Appropriate Costs* matrix. Trainers traveling from out-of-state should be included in the consultant category.

**Question 3. List types of items included in supplies (i.e., cell phones, computers, beepers, etc.).**

Office supplies do not have to be listed as specific item types (i.e., pens, pencils, paper). Any supply item that is not normally stocked in a typical business office should be listed. Each piece of equipment to be purchased must be listed. Also list equipment that will be offered by the agency for use in-kind (*computers, mobile phones, pagers, fax, copier*) and whether some equipment may be available from State warehouses or donated by a local corporation.

**Question 4: List the types of travel expenses (i.e., mileage, rental cars) and confirm the costs are based on established State rates.**

The general calculations behind travel figures should be provided. For example, if local travel is based on reimbursement for mileage, the rate of reimbursement and estimated number of miles should be listed. If rental cars will be used, justify the need in 1-2 sentences.

**Question 5. Complete the table on Trainers.**

The compensation must be in compliance with FEMA policy as described in the *Immediate Services Allowable and Appropriate Costs* matrix in the CCP Fiscal Guidance. Trainers traveling from out-of-state should be included in the consultant category.



**Question 6. List and describe the types of expenditures included in the media/public information category.**

Expenses for pamphlets, flyers, and handouts should be documented. Media expenses for recruitment should be listed. For print ads and broadcast time regarding the availability of Crisis Counseling Services, FEMA advises that programs seek donations as a public service for space and airtime announcements. If this is not possible, provide a detailed explanation for additional media needs related to the program plan.